



Waiver Guidelines due to Tropical Storm Franklin

COM-23-136

Wednesday, August 23rd, 2023

In order to provide flexibility to passengers traveling to/from Santo Domingo (SDQ) who need to modify their itinerary due to Tropical Storm Franklin, the following guidelines are established:

WAIVER CODE: W1230821TSRD

Affected Cities

Passengers traveling to/from Santo Domingo (SDQ)

Dates

- **Tickets issued until:** August 22nd, 2023
- **Original flight dates:** August 22nd, 2023
- **Deadline to re-issue tickets:** August 29th, 2023
- **New itinerary must start before:** September 05th, 2023

Applicability

- Applies to unused and partially used tickets: regular, miles, interline, and code share on 230 stock.
- Applies to all fares: regular, group, net fares, and dynamic.
- One (1) change per passenger is allowed.

Re-accommodation guidelines

1. Passengers requiring a date change with the same origin/destination:

- A change of flight or date is permitted waiving the change fee and fare difference.
- If the original class is not available, please re-accommodate in the next available class within the same fare family originally purchased.

2. Passenger requires a flight or date change with a different origin/destination:

- Change of origin/destination to alternative cities is permitted: Punta Cana (PUJ), waiving change fee and fare difference.

3. Passengers require a refund from the original form of payment:

- Tickets fully unused (refundable and non-refundable fares) will be entitled to a refund if the original flight was canceled or tickets may be refunded according to applicable regulations in the country.
- Partially used tickets do not apply for a refund to the original form of payment.

4. Passengers request to use the value of the ticket for a future travel date:

- If the passengers request to cancel their trip and use the value of the ticket for a future travel date, the change fee will not be charged, however, fare difference may apply according to the conditions of the fare rules.



Additional Information

- **The waiver code must be included in the endorsement and in an OSI remark.**
- Reservations issued by Copa Connect that cannot be reissued should contact the Copa Connect Desk.
- The use of this waiver is allowed only once per schedule change.
- The waiver code can only be used if it applies as allowed by the parameters defined within this procedure.
- Changes in reservation made outside the conditions allowed in this procedure or which do not include the waiver code as outlined above are subject to ADM.
- The passenger must be contacted before modifying the PNR to confirm acceptance of the new travel plan and you must record that the customer has accepted the change.
- Upon change of the travel date due to the affectation, returns may be modified at the passenger's request.